



Economic and Cyber Crime Committee of the City of London Police Authority Board

Date: THURSDAY, 9 NOVEMBER 2023
Time: 10.00 am
Venue: ALDERMENS' COURT - MEZZANINE WEST WING, GUILDHALL

Members: Deputy James Thomson (Chair)
Tijs Broeke (Deputy Chairman)
Alderman Professor Emma Edhem
Dawn Wright
Graham Packham
James Tumbridge
Deputy Christopher Hayward
Sir Craig Mackey
Andrew Lentin
Nicholas Bensted-Smith
Michael Landau (External Member)
Jason Groves
Deputy Madush Gupta
Naresh Hari Sonpar

Enquiries: **Jayne Moore**
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*Accessing the virtual public part of the meeting
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<https://www.youtube.com/@CityofLondonCorporation/streams>

or this link: <https://youtube.com/live/m6xJ0bvRaSk?feature=share>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To consider the draft Public minutes of the meeting of 08 September 2023.
For Decision
(Pages 5 - 8)
4. **OUTSTANDING ACTIONS**
To receive the report of the Clerk.
For Information
(Pages 9 - 10)
5. **Q2 NATIONAL LEAD FORCE PERFORMANCE**
To receive the report of the Commissioner.
For Information
(Pages 11 - 30)
6. **NATIONAL LEAD FORCE AND CYBER UPDATE**
To receive the report of the Commissioner.
For Information
(Pages 31 - 36)
7. **Q2 CYBER GRIFFIN PERFORMANCE UPDATE**
To receive the report of the Commissioner.
For Information
(Pages 37 - 40)
8. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**
To receive the report of the Executive Director, Innovation & Growth.
For Information
(Pages 41 - 44)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

11. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

12. **NON-PUBLIC MINUTES**

To consider the Non-Public minutes of the meeting of 08 September 2023.

For Decision
(Pages 45 - 48)

13. **STRATEGIC COMMUNICATIONS AND ENGAGEMENT PLAN FOR ECONOMIC AND CYBER CRIME**

To receive the report of the Town Clerk and Commissioner.

For Information
(Pages 49 - 76)

14. **NATIONAL POLICING STRATEGY FOR FRAUD, ECONOMIC AND CYBER CRIME**

To receive the report of the Commissioner, to be read in conjunction with this document:

[CoLP_National Policing Strategy Document Draft 02 \(18.10.23\).pdf](#)

For Information
(Pages 77 - 78)

15. **USA AND WEST AFRICA VISITS**

To receive the report of the Commissioner.

For Information
(Pages 79 - 106)

16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

For Discussion

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

For Discussion

**ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON
POLICE AUTHORITY BOARD
Friday, 8 September 2023**

Minutes of the meeting of the Economic and Cyber Crime Committee of the City of London Police Authority Board held at Committee Room 1 - 2nd Floor West Wing, Guildhall on Friday, 8 September 2023 at 11.00 am

Present

Members:

Deputy James Thomson (Chair)
Deputy Graham Packham
Nicholas Bensted-Smith
Jason Groves
Deputy Madush Gupta
Naresh Hari Sonpar
Michael Landau

Officers:

Jayne Moore	Town Clerk's Department
Oliver Bolton	Police Authority
Richard Riley	Police Authority
Josef Shadwell	Police Authority
Peter O'Doherty	City of London Police
Chris Bell	City of London Police
Lucy Cumming	City of London Police

- 1. APOLOGIES**
Apologies were received from Tijs Broeke.
These Members observed the meeting online: Alderman Prof. Emma Edhem, and James Tumbridge.
- 2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
Deputy Madush Gupta stated that he is an employee of the Lloyds Banking Group that has a significant partnership with the City of London Police related to economic crime.
- 3. MINUTES**
RESOLVED, That the public minutes of the meeting of 11 May 2023 be approved as an accurate record of the proceedings.
- 4. PUBLIC OUTSTANDING REFERENCES**
The Committee noted the outstanding references.

5. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**

The Committee noted the report of the Executive Director Innovation and Growth (IG) summarising the activity taking place across IG in relation to cyber and economic crime, as well as cross-team working between IG and the City of London Police (CoLP) since the Committee last convened in May 2023.

Members expressed support for the activity, and congratulated IG and the executive on the progress made.

A Member commented that the quality of the panel discussion would benefit from some improvement. In response to a question on how many companies were taking part in the next showcase, the meeting heard that two companies would be describing their journey with two further companies on the panel, and that pre-meetings were scheduled in order to manage the events.

In response to a question on what communication was planned to highlight the outcomes of the exercise, the meeting heard that a range of channels would be used to highlight outcomes.

6. **Q1 NATIONAL LEAD FORCE PERFORMANCE 2023-24**

The Committee noted the report of the Commissioner for April to June 2023 setting out the assessment of the City of London Police (CoLP) against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan).

On Outcome 1: Members noted improvements in headcount and call-answering times, and commented on the apparent discrepancy between a call abandonment rate of 33% (which had improved) and a satisfaction rate of 96% that clearly did not take into account those who had abandoned the call. The meeting heard that the satisfaction rate did not reflect the fact that cases were not necessarily subsequently investigated and that there was merit in developing a different metric to reflect the overall trajectory of the experience (in response to a question on the development of better measurement strategies). A Member commented that the Monday to Friday service of operation for telephone advice was sub-optimal, and the meeting heard that the aim was to expand the provision, thereby improving the user experience.

On Outcome 3: A Member sought clarification on whether the bottleneck could be attributed to the judiciary. The Committee noted that capacity was one of the many considerations on whether to progress a situation to the court, noting also that in many cases junior barristers were tasked with assessing cases for prosecution - and that there was merit in providing training on evidence for police officers. The meeting heard that three bottlenecks existed: police forces screening out crime (work is ongoing to improve prioritisation activity); disclosure challenges; and pressures on the CPS generally. The Committee noted recent investments in the new City of London law courts at Salisbury Square (see action point 5/2023/P). On Covid-related loan fraud: the meeting heard that these are public sector fraud incidents (rather than fraud against business/people which is the remit of the CoLP) though the CoLP has a supporting role in handling Covid-

related loan crimes. In response to a question on asset recovery progress, the meeting heard that the CoLP was expecting to receive 100+ additional financial investigators alongside other resources to enhance asset recovery.

On Outcome 5: Members commented that further Economic and Cybercrime Academy training was helpful in raising the profile of the CoLP as well as enhancing capabilities.

7. NATIONAL LEAD FORCE AND CYBER UPDATE

The Committee noted the report of the Commissioner providing information on key activities delivered as part of the National Lead Force Plan.

In response to a question on inter-operability progress (particularly with Police Scotland), the meeting heard that all relevant partners were enthusiastic about signing up to an overarching communications fraud protection to be delivered in 2024. The meeting noted that Police Scotland are currently working towards being involved in a national campaign.

8. Q1 CYBER GRIFFIN PERFORMANCE UPDATE 2023-24

The Committee noted the report of the Commissioner updating the Committee on the progress of the Cyber Griffin programme.

Members expressed strong support for Cyber Griffin, noting its role in ensuring that London is a safe custodian of money and noting also its importance in protecting London's financial services, particularly given increased threats of hostile state action that could destabilise the UK economy – as well as the potential 'soft power' synergies. A Member asked whether there was any scope for the growth of Cyber Griffin at international level and for the development of commercial opportunities, and the meeting heard that consideration was being given to expanding overseas (particularly in Australia) in the wake of phase 2.

A Member commented that the targets might benefit from being more ambitious, and the meeting noted that a proposal would be brought to revise those targets.

In response to a question on whether there was a role for the cyber resilience centres to support, promote and deliver some of the services set out, the meeting heard that the centres would be used to help deliver the services using the Griffin brand at national level.

A Member asked whether the role of Cyber Griffin had been communicated to the Corporation, the meeting heard that training dates would be scheduled (see action point 6/2023/P) as well as raising the programme at Common Council level, noting the challenges of commercialisation as part of the Corporation's work.

A Member asked whether cyber capability assessments were on track to be revived during 2023 following software issues. The meeting heard that clarification would be provided on that shortly.

9. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

11. **EXCLUSION OF THE PUBLIC**

RESOLVED, That under section 100(A) of the Local Government Act 1972, the public be excluded from the remainder of the meeting on the grounds that the remaining items involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972.

ECONOMIC AND CYBER CRIME COMMITTEE – PUBLIC REFERENCES

6/2023/P	08 Sep 2023 Item 8 Cyber Griffin	To arrange briefing sessions at the Corporation on the Cyber Griffin programme.	Commissioner/ Police Authority	In Progress- dates to be identified
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National Lead Force Performance Report

Q2: July – September 2023

Page 11



Agenda Item 5

Performance Assessment

The dashboard provides an assessment of City of London Police (CoLP) performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan). The NLF Plan was approved by the City of London Police Authority in October 2020. The Plan sets out how CoLP will improve the national response to fraud. It reflects NLF's contribution and commitment to the National Fraud Policing Strategy and the National Economic Crime Centre's (NECC) five-year strategy. The NECC leads the 'whole system' effort to drive down growth in fraud on behalf of the UK Government.

The NLF plan sets out five outcomes that City of London Police is seeking to achieve: -






			Data Trends	
			Q1	Q2
Outcome 1	Supporting and safeguarding victims	We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.	→	↑
Outcome 2	Disrupt fraudsters	We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.	↑	→
Outcome 3	Investigate and prosecute	We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better outcomes for victims.	→	→
Outcome 4	Raise awareness and prevent crime	We raise awareness of the threat and prevent fraud impacting people and businesses.	↑	→
Outcome 5	Building capabilities	As National Lead Force we work creatively and with partners to improve capabilities to tackle fraud across policing and the wider system.	→	→



The grading criteria can be found in Appendix A – Performance Assessment Criteria



Executive Summary

Outcome 1 	Outcome 2 	Outcome 3 	Outcome 4 	Outcome 5 
Supporting and safeguarding victims	Disrupt fraudsters	Investigate and prosecute	Raise awareness and prevent crime	Building capabilities
<ul style="list-style-type: none"> A. Action Fraud phone satisfaction improved. B. Online satisfaction rose slightly. C. Higher levels of NECVCU repeat victims in Q2. D. Victim survey results from Q2 show 80% increase in confidence and will act as a benchmark in Q3 E. Consistent escalations. F. 90% Vulnerable Person Alerts sent in 7 days. G. 37% highly likely reports reviewed in 28 days, with disseminations increasing. H. 100% victim updates sent. I. 98% cyber reports disseminated by the target 7 days. J. 92% of live cyber incidents responded to in 2 hours due to 3 exceptions. K. 95% Protect advice sent in 72 hrs L. Number of Recall alerts sent peaked in August. 	<ul style="list-style-type: none"> A. The number of disruptions against OCGs were below the 22/23 average. B. Total disruptions against OCGs and SOC strategic vulnerabilities surpassed both Q2 22/23 and the quarterly average. B. Proportionally, Q2 saw a slight drop in the number of Major disruptions to OCGs, and an increase in Moderates. C. The number and value of POCA activities decreased from Q1. D. Disruptions against cyber enablers rose from Q1 22/23, particularly driven by disruptions to bank accounts. 	<ul style="list-style-type: none"> A. The number of judicial outcomes that were recorded nationally was in line with Q1 and the 22/23 average. B. CoLP outcomes rose from Q1 to Q2 but were still below the 22/23 average. C. All 45 forces remained compliant in reporting their outcomes. D. LFOR reported good performance consistently across the range of their activities, this includes supporting international and national campaigns. 	<ul style="list-style-type: none"> A. The number of social media posts was lower than Q1, but higher than any quarter in 22/23 with a range of messaging across all teams. B. The related impressions fell due to removal of Facebook bot accounts. C. A successful courier fraud intensification was supported, working in London with the SWROCU. An Action Fraud campaign focused on student safety reached 6.1 million people and they saw their best ever performing social media post. 	<ul style="list-style-type: none"> A. ECCA training levels decreased both across number of courses and number of delegates trained due to the school holidays. B. ECCA satisfaction rose to the highest it's been for the last two years. C. NLF demonstrated a wide range of collaborations in Q2. A project between PIPCU and the UK Border Force is highlighted. D. PECT teams staffing moved closer to the end of year target, and teams demonstrated positive results in the period.



The grading criteria can be found in Appendix A – Performance Assessment Criteria

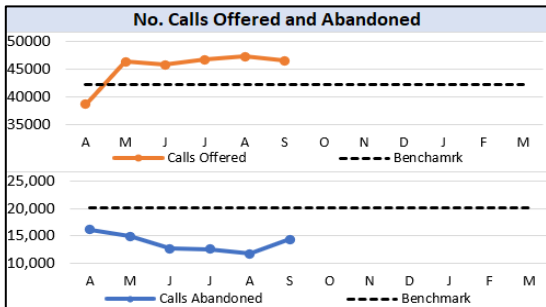
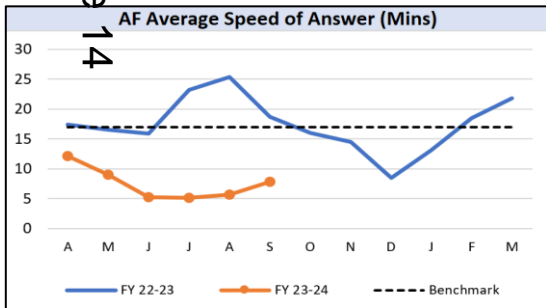
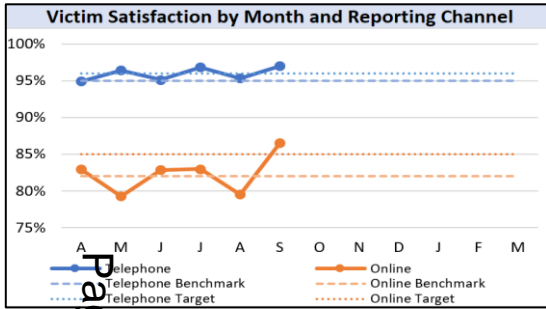


Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

- A. To provide a consistent level of satisfaction with the Action Fraud telephone reporting service.
- B. To provide a consistent level of satisfaction with the Action Fraud online reporting service.



Telephone Reporting Service – The Action Fraud confirmation survey looks at call handler knowledge, victim satisfaction with the service provided and the speed of answer. Feedback to this survey in Q2 indicates that satisfaction remains stable and within target at 96.3%, representing a slight improvement on Q1 (95.5%), and on Q2 of 2022/23 (95.8%). Overall satisfaction levels in this area remain high over the long term.

The significant staffing uplift in Q1 continues to impact performance, with a reduction in call abandonment to 28% from 33% in the previous quarter. The service maintained an establishment above target despite a drop in September, thanks to the summer recruitment drive, and ongoing bi-weekly classes. As a result of enhanced processes to ensure improved quality and accuracy in recording, call handling times increased by 1% in Q2 with an average of 22 minutes. The average speed of answer reduced by 30% in Q2 at 6.22 minutes and the average speed to abandonment reduced by 24% to 4.53 minutes.

In order to provide a consistent level of satisfaction with the telephone reporting service, Action Fraud have implemented several improvements to enhance the user journey and accessibility into the service, such as Language Line and the Sign Video reporting option for Deaf users. Since the launch of the Advisor XP Contact Centre tool in Q1 there has been an improvement in the volume and quality of advice and referrals provided to victims, and a reduction in call waiting times.

Victim feedback indicates that Action Fraud advisors have provided a consistently good service since the launch of the current satisfaction survey in October 2018. Over 1.9m links to this survey have been delivered, with over 21.2k respondents (1.1%) opting to provide satisfaction feedback including free text responses, which are used to continuously improve the service. Overall, 1.1% of those reporting a crime in Q2 opted to provide satisfaction feedback.

Online Reporting Service – In Q2, satisfaction rose from 82% in Q1 to 83%, with a peak in September of 87%.

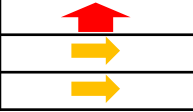
Action Fraud are unable to make any changes to the current website, however a new reporting tool is in development and will launch early next year. It is anticipated that this will bring online satisfaction in line with the telephone service. In the short term, facilities such as webchat and chat bot have improved satisfaction through the provision of support and guidance, assisting the victim through the self-reporting process. This increases the capacity of advisors, enabling them to answer more calls and give more time to supporting vulnerable callers.

Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

- C. To reduce the level of repeat victimisation after NECVCU contact.
- D. To ensure victims feel safer and more confident after NECVCU contact, with reduced emotional harm and improved sense of safety.
- E. To improve consistency of victim support across all police forces.



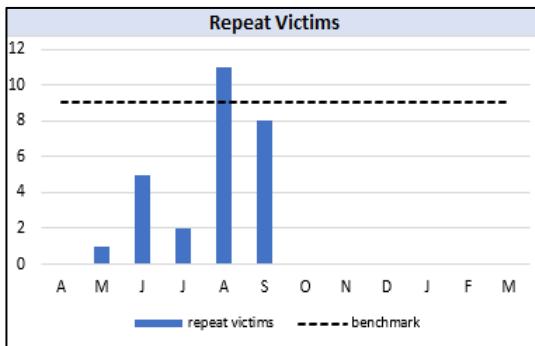
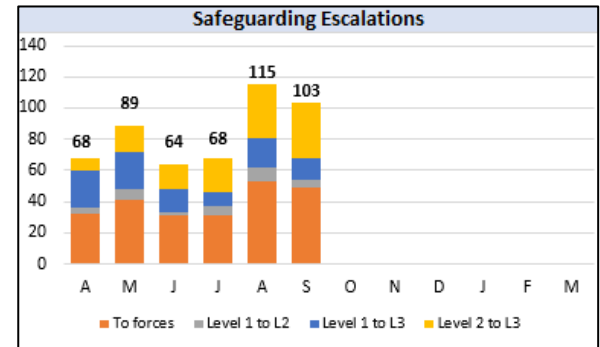
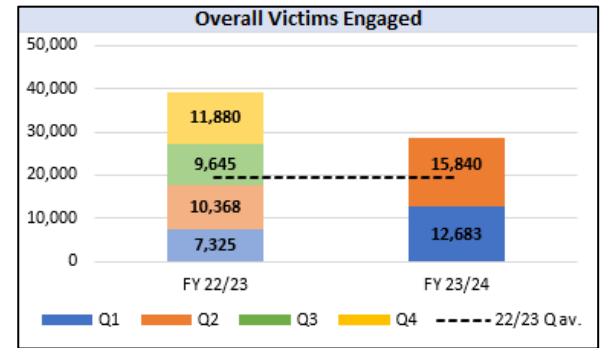
The **National Economic Crime Victim Care Unit (NECVCU)** supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support.

The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. The **Level 2** service engages with victims when vulnerability is identified, and by giving crime prevention advice and signposting to local support services helps the victim to cope and recover from the fraud.

Repeat Victims – The definition of a repeat victim is “a second or subsequent report by a victim of fraud who has had previous contact with NECVCU within a rolling 12-month period”. During the period there were 21 repeat victims identified, down from the 2022/23 quarterly average of 26 but up from 6 in Q1. In Q2 both services engaged with a total of 15,840 victims, meaning the 21 repeat victims represent 0.13% of victim contacts.

Victims feel safer – A victim survey has been launched, measuring whether victims feel safer and more confident after contact with an Advocate. Early results from Q2 show 80% are more confident and 70% feel safer. Response levels to the survey have been low but are expected to rise as the process is embedded.

Consistent Support – The NECVCU now supports **43** forces in England and Wales at level 1 and following a significant staff uplift in May, provides **36** forces with an additional service at level 2 (formerly 6 forces), with talks to onboard more in the future. Escalations to provide additional service(s) to support vulnerable victims following interaction with NECVCU have risen during the period. This is likely the result of more police forces being supported from different points during the period.



Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

- F. To review and, where appropriate, disseminate vulnerable person alert within 7 days.
- G. To review and respond to all allegations of fraud that meet 'highly likely' or 'likely vulnerable' on the solvability matrix, within 28 days.
- H. To provide an NFIB outcome to all victims, within 28 days.



Vulnerable Person Alerts – To identify potentially vulnerable victims, searches are run on all reports of fraud, looking for under 18s, and agreed 'risky words' which highlight a vulnerability risk for the victim – such as suicide, mental health, or threats to life.

In Q2 the search found 2,812 reports came from vulnerable victims and 100% of alerts were sent within the target of 72 hours. August reported a high of 1,185 vulnerable victims identified, and 100% of the related alerts were sent in 72 hours demonstrating the priority placed on victim care.

Priority Allegations – The process for prioritising which reports to review was developed in 2022. Rather than monetary thresholds, fraud reports are now assessed against a number of criteria to establish a 'solvability' score. Those 'highly likely' and 'likely' to be solved are prioritised for review.

During Q2, 37% of 'highly likely' and 17% of 'likely vulnerable' reports were reviewed within 28 days of reporting. During the quarter the overall volume of disseminations rose from 3,419 in July, to 10,501 in September.

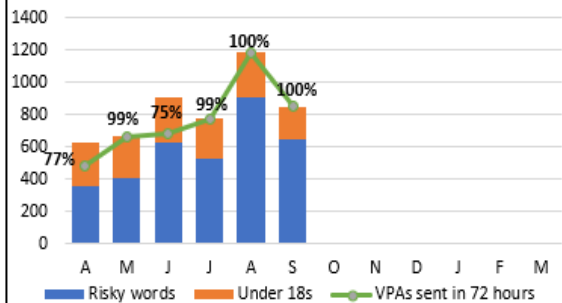
Victim Contact regarding Outcomes

100% of fulfilment letters were dispatched to victims within 48 hours of the request being received.

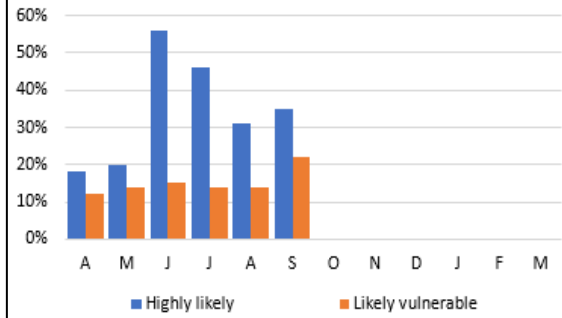
The NFIB has multiple advice letters, tailored to each fraud type, which are emailed to victims on a weekly basis. This service is known as 'Send in Blue'. In August 2021, this process was automated, and the success rate went from a low of 59% in June to an average of 99.69% for the rest of 2021/22.

In Q2 23/24, the success rate of Send in Blue was also 100%.

Vulnerable Person Alerts sent within 72 hours



Priority Allegations Reviewed within 28 Days

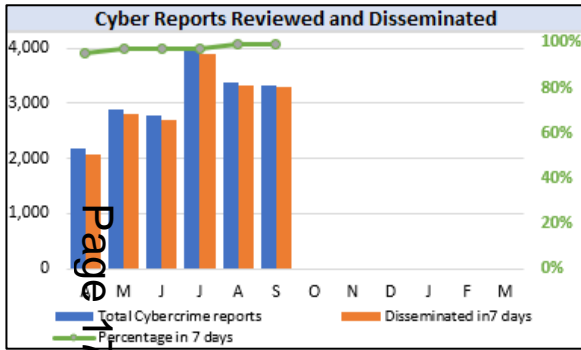


Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

- I. To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days of report creation.
- J. To respond to all live cybercrime reports, within 2 hours of reporting.
- K. All businesses reporting cyber enabled crime to receive Protect advice within 72 hours of receipt by the Protect Team.



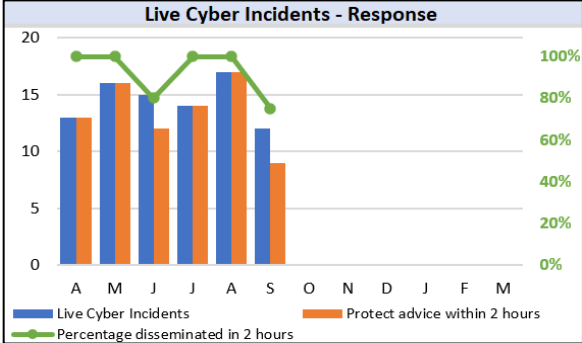
Live Cyber Incidents – 43 live cyber incidents were recorded in Q2, and in July and August each one was reviewed, and a response sent within 2 hours. In September, performance fell to 75%.

This is due to three disseminations being delayed by issues such as technical problems or review by the NCA. The majority of reports are reviewed and disseminated in less than 60 minutes.



Cyber Reports – In Q2, 10,717 reports were classified with a Cybercrime code, up 37% (+2,869) from the previous quarter.

Of these, 100% were disseminated for Protect or Pursue activity, 98% within the target 7-day period. Performance improved from 97% to 99% throughout the quarter.



Protect Advice – NFIB Business Protect provided protect advice to 413 organisations during Q2, down 5% (-20) from the previous quarter. 95% (395) of organisations received the advice within 72 hours of reporting to Action Fraud. This measure seems to have recovered from delays caused by the high number of bank holidays within the previous reporting period.



Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

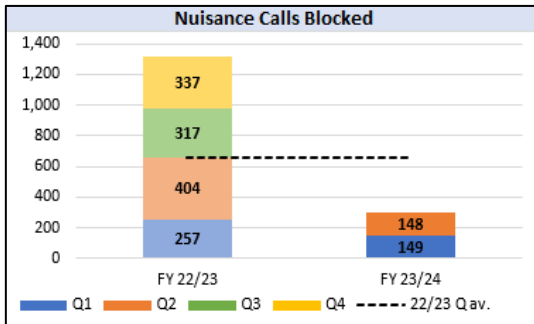
Success Measures:

L. To help victims of fraud to prevent or recover losses through information sharing with the banking sector and support from victim care.



The **NLF Victim Care Unit** is a unique team, which acts as a conduit between NLF Fraud Ops Investigations and their victims of fraud. NLF VCU ensure that the Victims Code Of Practice is complied with and address the welfare needs of victims by triaging out to support services. They also play a part in the Protect strand of the 4P plan by proactively offering prevention advice to stop re-victimization, also disrupting OCG activity.

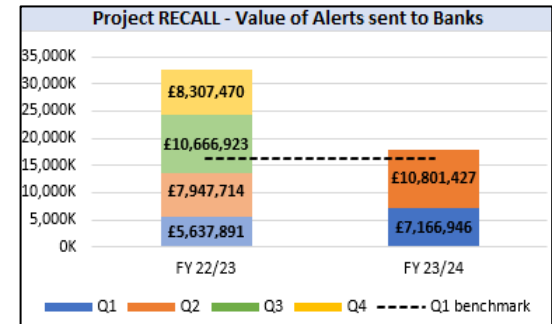
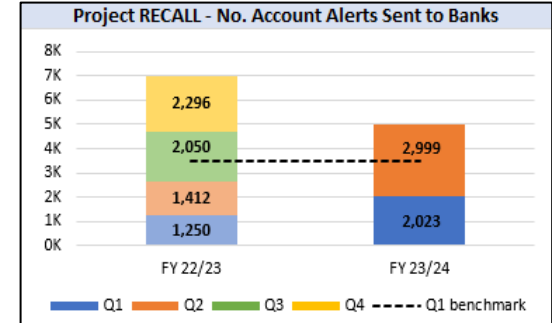
NLF VCU have an ongoing partnership with TrueCall who install call blocking devices for victims who receive high volumes of fraudulent calls. Volumes were steady from Q1 to Q2 but remained below the 22/23 average due to units falling dormant. The team will attempt to issue further units during the quarter.



Project RECALL is an initiative for informing banks about fraudulent payments so they may consider acting against beneficiary accounts and repatriate victims' money. This quarter 2,999 account alerts were sent to banks, up 48% from Q1 (+976). The value of Q2 alerts also rose from £7,166,946 to £10,801,427 (+50%). This represents the highest volume of alerts since the inception of the Project, with August seeing 1,088 alerts.

The rise in both volume and value of Recall alerts is due to significant work by the NFIB to analyse data, hold meetings with participating banks and review processes with UK Finance. This work has helped to identify best practices within banks and create recommendations to improve the process moving forward. New relationships with additional financial institutions were established so that more alerts can be sent and acted upon.

The number of disrupted bank accounts has been rising since the inception of the project and the initiative allows not only for funds to be returned to victims but also disrupts fraudsters, demonstrates good partnership working, and provides CoLP with the ability to start an investigation early if an alert is missed by the banks.

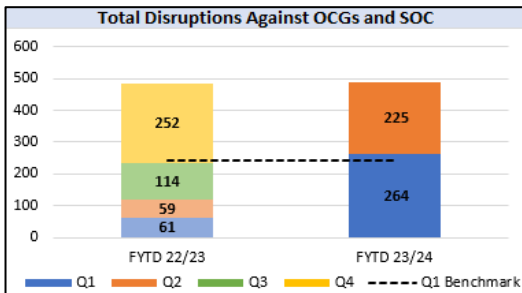
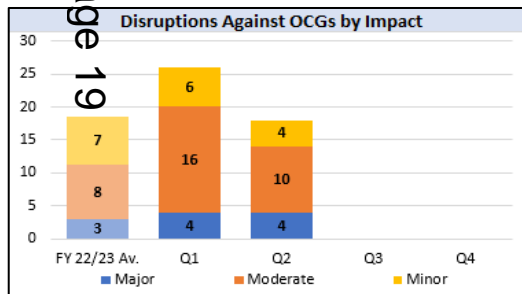
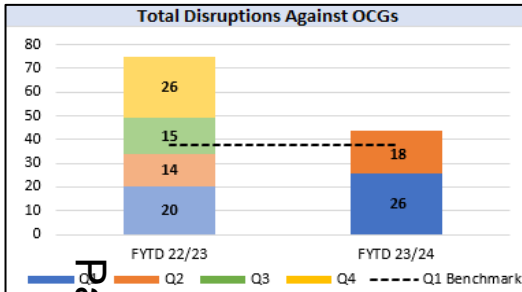


Outcome 2: Disrupt Fraudsters.

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

- A. To sustain the level of National Lead Force disruptions against Organised Crime Groups and Strategic Vulnerabilities.
- B. To increase the proportion of Major and Moderate disruptions.



There are currently 81 mapped **Organised Crime Groups (OCGs)** under investigation by National Lead Force teams. Five new OCGs were mapped in the quarter, and one was archived.

There were **18 disruptions** claimed against NLF OCGs in Q2, which is a 31% decrease compared to the 26 in Q1 and is just below the quarterly average from 2022/23. A Major disruption represents the OCG being fully dismantled or impacted at a key player level. There have been 4 major disruptions for Q2 with 2 more awaiting final sign-off, and 10 moderates. There were an additional 207 disruptions against Serious Organised Crime strategic vulnerabilities throughout the period.

Activity against OCGs is not consistent and depends on a number of factors, including resources, capacity, and criminal activity. It is worth noting that approximately 35 of the active operations are Tier 4 investigations, meaning they are **awaiting court results** and/or are in their final stages before being archived. This means no further operational activity is planned against them and the only disruption left to claim is a Major once sentences are delivered. There have been many adjourned NLF cases in the last year, mostly due to Covid backlogs and barrister strikes.

Notable Major Disruptions

The first of two major disruptions by **Fraud Operations** concerned a fictional cryptocurrency and fraudulent company. From 2015 to 2017, £509,599 was deposited into the company, exploiting the allure of the emerging cryptocurrency market. During the trial, evidence showed that the defendants made no attempt to reinvest the funds. The defendants were found guilty of conspiracy to defraud and sentenced to over 6 years each.

Fraud Ops recorded a second major disruption when a defendant was jailed for 6 years on counts of conspiracy to defraud and fraud by false representation after faking signatures on fraudulent invoices. The total value of the 29 invoices was £669k and a further 8 invoices were stopped before payment.

Following collaborative work between **PIPCU**, Kent Police and Apple investigators, a Dutch national was jailed for his part in a Europe-wide scam that involved exchanging counterfeit Apple products under warranty for genuine replacements, amounting to over £6,500.

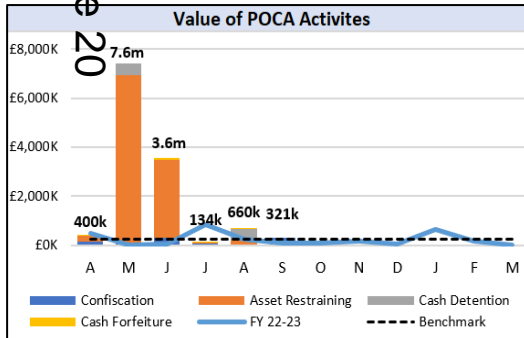
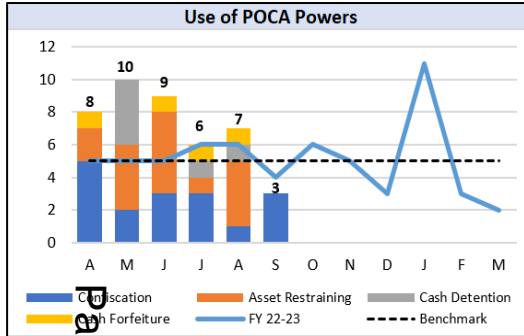


Outcome 2: Disrupt Fraudsters.

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.



Notable POCA Activities

DCPCU investigated a report of mandate fraud in which a London hotel was impersonated resulting in a loss of over £870,000. Through passive data, communications data, intelligence and money laundering enquiries DCPCU identified a suspect in the fraud. In September they were arrested, charged and remanded in custody where they currently await trial. Through financial investigation DCPCU have been able to recover over £500,000 of these fraud losses to date.

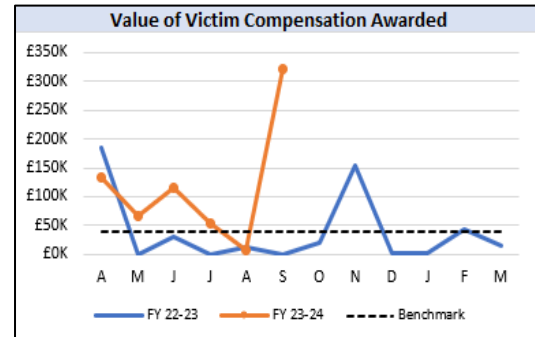
In an **IFED** case a court granted a confiscation order against a man who was jailed in 2021 after he cloned a claims management company and orchestrated over 60 fraudulent motor insurance claims. The defendant was given 3 months to pay £210,000 and failure to pay will result in him facing an additional 5 years imprisonment.

The **Asset Recovery Team** secured a compensation order of £111,304 for a **Fraud Ops** investigation. the defendant was convicted of one count of Fraud which related to the defrauding of his employers during the period of July 2015 and May 2021 whereby he made 147 transactions from a company account to his own that amounted to £207,602.46.

In August the courts authorised a restraint of £186,182 in a **PIPCU** case that is going through court for confiscation. The suspect was found guilty of selling counterfeit IBTV set-top boxes.

Use of POCA Powers

In Q2, Operational Fraud teams and Funded Units carried out 13 POCA activities. This is below the 2022/23 quarterly average of 15 and the Q1 total of 23. Most of the activity focused on confiscations (7) and asset restraining orders (5). The greatest value came in August, driven by a cash detention by DCPCU totalling £477,287. Additionally, the teams worked to ensure that Courts awarded 7 victims £382,218 compensation.

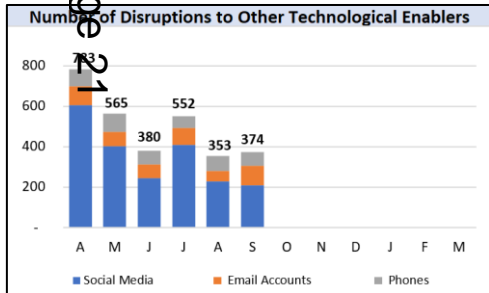
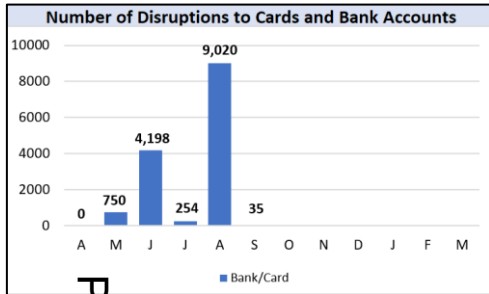


Outcome 2: Disrupt Fraudsters.

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

D. To increase the identification and disruption of cyber enablers to curtail criminality and protect victims.



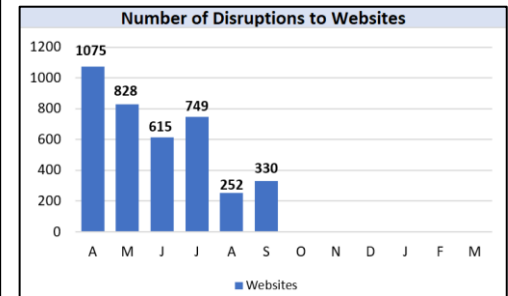
Notable Disruptions

DCPCU saw high numbers of bank account disruptions due to the execution of search warrants regarding individuals suspected of sending fake text messages, or smishing. The suspects are thought to have sent messages purporting to be from the child of the victim, claiming that they lost, broke or damaged their phone and are in need of money. If the victim replied to the smishing message they would receive a further direct SMS message with bank details and a request to send urgent payment. Following the search warrants, DCPCU arrested 3 individuals on suspicion of conducting the smishing offences and seized multiple SIM farms belonging to the suspects as well as their devices, on which evidence of offending has been uncovered. A further 5 suspects have been identified through analysis of devices.

NFIB's Prevention and Disruption team (P&D) have had success in removing 34 websites and email addresses created to facilitate online shopping fraud, by suspects believed to be residing in China. Although individual losses to victims are low the overall value is large. This particular group of suspects have been targeted a number of times as P&D continue to disrupt their efforts to defraud the public. A prominent travel company fell victim to mandate fraud after receiving invoices for payment of over £250,000 to one of their suppliers. The supplier's email had been cloned and P&D had the suspect domains closed, removing the opportunity to commit further fraud. A referral from the Fraud Review Team regarding a website linked to a sophisticated investment fraud resulted in the disruption of the original website and 14 further linked entities intended to further target victims. Their removal was key to protecting the public from further harm.

During Q2, a total of 11,919 disruptions to technological enablers were recorded, higher than the Q1 total of 9,248. This rise in disruptions was driven by a spike in bank account disruptions by DCPCU, which offset a fall in website take downs.

Volumes of disruptions fluctuate throughout the year according to operational priorities, opportunities and intensifications.

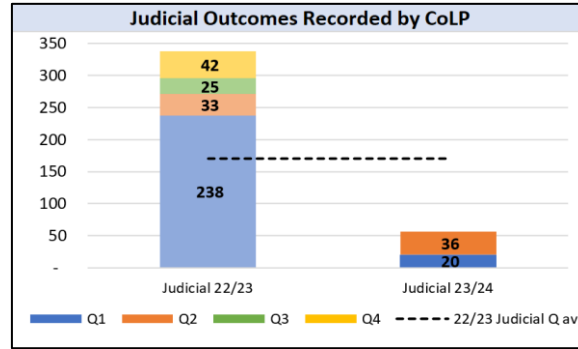
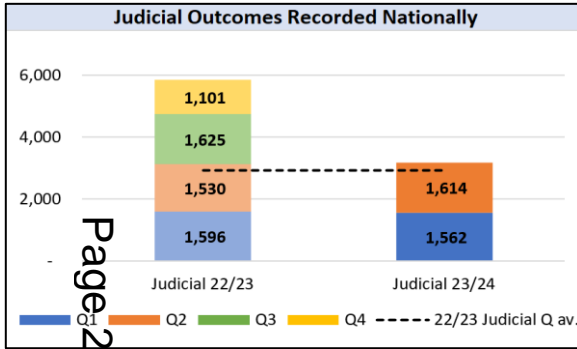


Outcome 3: Investigate and Prosecute.

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Success Measures:

- A. To increase the number of judicial outcomes recorded nationally by Policing.
- B. To increase the number of judicial outcomes recorded by City of London Police.
- C. To maintain the level of Home Office forces in the compliant category for reporting at 100%.



Nationally, Q2 2023/24 continued to yield increasing volumes of Judicial outcomes, an increase of 3% (52) on Q1 and a year-to-date increase of 2% (50) to 3,176, when compared to the prior year comparative period (2021/22). Essex had a strong Q2 performance with an investment fraud yielding 105 Judicial Outcomes. The National Force Intelligence Bureau has recently implemented a new process for Serious and Organised crime operation monitoring. This improves dissemination of linked crimes to existing operations and consequently the recording of outcomes for those investigations.

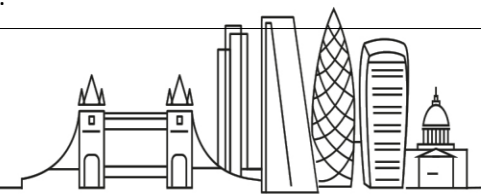
CoLP Judicial outcomes are up from Q1 to Q2 by 16 (80%) and in line with the Q2-Q4 2022/23 average of 33. In Q1 last year the Fraud teams undertook a sweeping exercise of old Judicial outcomes. They finalised 186 in total through this process, and in addition one large NLF operation yielded 23 Judicial outcomes in this period.

The total outcomes reported in a period can relate to disseminations from any time frame. The volume of outcomes is expected to fluctuate throughout the year as cases with varying numbers of crimes attached are seen in courts. For example, one investigation into a boiler room might have hundreds of outcomes attached to it and closing the case will give many outcomes, potentially bringing closure to multiple victims.

Note: Judicial outcomes refer to Home Office Counting Rules Outcomes 1-8 which include charges, cautions, taken into consideration etc. (they do not refer to the wider criminal justice process).

FY 23/24 FYTD	No. Forces
Compliant (4-6 Returns)	45
Partially Compliant (3 Returns)	0
Non Compliant (0-2 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q2, all forces provided their return each month. The National Coordinators Office (NCO) continue to engage with forces to ensure compliance is maintained.



Outcome 3: Investigate and Prosecute.

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Success Measures:

D. Through leadership of LFOR improve the coordination of Operational Activity across Policing to increase Pursue outcomes for victims.

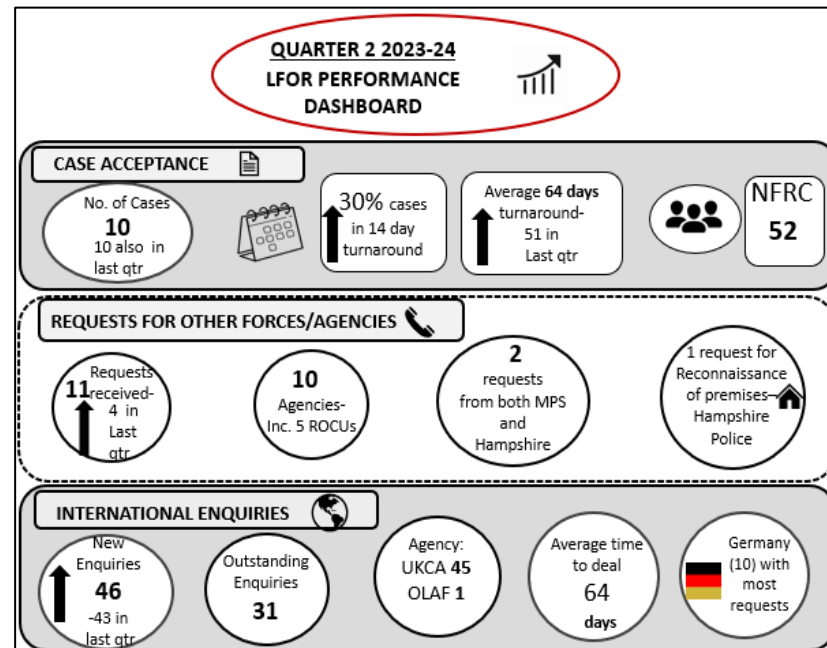
National and International Coordination and Assistance

LFOR assisted other Forces and Regions with **11 requests for assistance** during Q2 2023/24. The requests were for arrests, warrants to be executed, supporting premises searches, the gathering of evidence as well as reconnaissance of premises. This is a key role of LFOR who provide Operational and Investigative support to all UK Forces and Regions to progress cases with enquiries in London. A high number of OCG activities that impact victims across the country have links to London, and by providing such support LFOR are supporting partners in expediting positive outcomes and disruption opportunities.

LFOR received and developed **10 cases** that were subject of **Case Acceptance Plans** for consideration by NLF Operations. This compares to 10 cases the previous quarter.

There have also been **46 International requests for assistance** from Foreign Law Enforcement Agencies. These are managed within LFOR, and during this quarter the highest number of requests were from Germany. The average time for completion for Q2 was 64 days which is well within the 90-day target.

LFOR coordinate the activity of the regional **Proactive Economic Crime Teams** and monitor their performance against agreed KPIs. During Q2 the PECT carried out 38 arrests, 21 voluntary interview and 166 alternat outcomes. They also submitted 163 intelligence reports and seized assets valued at £520,677. During Q2 LFOR staff visited the NWROCU, SWROCU and TARIEN PECT teams.



Outcome 4: Raise Awareness and Prevent Crime.

NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Success Measures:

- A. To increase the number of Social Media posts.
- B. To increase the reach of Social Media posts (impressions).



Across the various teams engaging on social media, the number of confirmed posts fell by just 7% to 422. The number of related impressions also fell, by 35% to 2,100,936. It is believed that the drop in impressions over the last 3 quarters is due to Facebook performing a platform 'cleanse', removing a number of Bot accounts. Action Fraud has engaged with new platforms, with 4.5k followers on Instagram, and is now active and verified on the Threads social media platform.

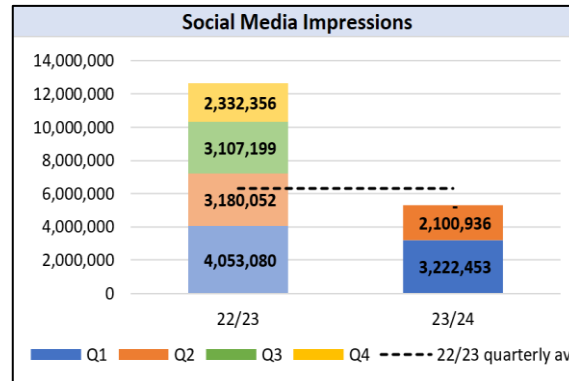
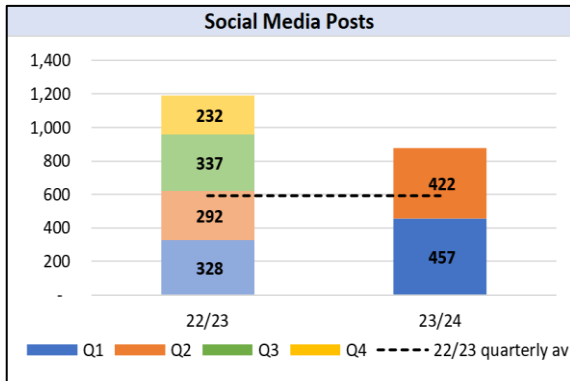
During the quarter, the Media Team oversaw 9 press releases and 3 interviews. Compared to the previous quarter, this represents a decrease for press releases, and a small increase for interviews. The media interviews included an interview on the links between counterfeiting and other crime for Camden New Journal and a feature for Modern Insurance Magazine. Press releases received coverage in local, national and trade media and included sentencing for cases including a crypto investment fraud and fraudulent invoices at a trading company in the City. Others included warrants carried out in Camden, counterfeit football shirts and NFL merchandise, sentencing of a ghost broker, and a confiscation order against a man who orchestrated fraudulent motor insurance claims.

Notable Social Media Campaigns

Press releases were issued by **PIPCU** celebrating the 10th anniversary of the Unit, and DS Andrew Masterson featured in ColP's 'Who We Are' social media series. Additional posts promoted warrants executed in Manchester as part of an investigation into the distribution of counterfeit perfumes.

IFED issued press releases on social media regarding a sentencing in relation to fraudulent injury claims. Messaging in August raised awareness of moped 'crash for cash' fraud, and an insurance fraud deterrent animation was used in a digital ad campaign by the Insurance Fraud Bureau.

The **NLF Operational Teams** promoted regional teams' work on courier fraud.



Outcome 4: Raise Awareness and Prevent Crime.

NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Success Measures:

C. To deliver campaigns and participate in intensification periods to raise awareness and drive prevention activity.



Action Fraud

Student Safety Campaign The ongoing Action Fraud Student Safety Campaign which began in October, focuses on critical areas including rental fraud, cryptocurrency fraud, and recruitment scams. As of writing, the campaign has generated 15.8 million impressions and reached 6.1 million people. This initiative reflects Action Fraud's proactive approach to protecting students from digital threats as they begin university and college.

Best Performing Social Media Post of the Year (Wednesday, September 27th) A milestone moment in the Action Fraud digital journey was the release of their best ever performing social media post. This alert, highlighting free electricity scams, garnered extraordinary attention. Prior to the post, Action Fraud engaged in a strategic collaboration with TV personality Martin Lewis. The resulted in the post reaching a remarkable four million people with four million impressions – a new record for Action Fraud.

LFOR: Courier Fraud

During September LFOR supported **Op Grounded**, a courier fraud intensification run by the SWROCU. During the operation, a London based cell was identified and CoLP officers assisted providing method of entry, investigators and search assistance.

One suspect was arrested and during the search of his home address LFOR officers found £17K which was seized by SWROCU.

NFIB Protect

Cyber Protect have spent the last few weeks planning and producing content for **Cyber Security Awareness month** (October). The goal of the campaign is to raise awareness of steps people can take to secure their email and social media accounts, such as enabling two-step verification #TurnOn2SV. Communications activity will be coordinated with partners across policing, government, and industry.

Cyber Protect are also currently working with the NCSC to finalise plans for this year's online shopping campaign, which will launch in early November.



A local service with a national role, trusted by our communities to deliver policing with professionalism, integrity and compassion

Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

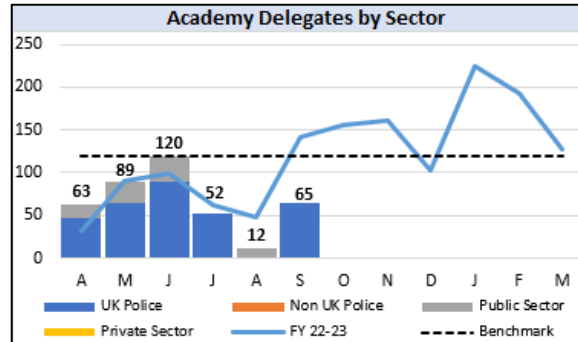
- A. To increase delegate training levels in the Economic and Cybercrime Academy.
- B. To maintain delegate satisfaction levels at 90% or above.



Training Courses

The ECCA delivered 11 training courses in Q2, a decrease of 50% from Q1 (-11). Historically the Academy do not deliver any courses over the summer season due to lower availability of trainers and delegates. The time is spent refreshing existing courses and working on new ones. This year a small number of courses were held in July and August, and numbers picked up throughout September.

The number of delegates, 129, represents a decrease of 53% from Q1 (-143). However, recovery was seen in September, and is expected to continue in Q3. This quarter, most delegates were from UK policing, with remainder from the public sector.



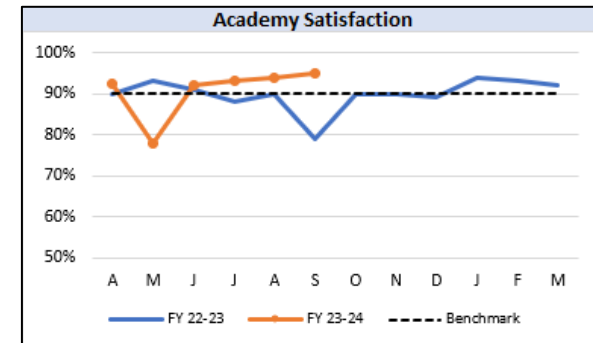
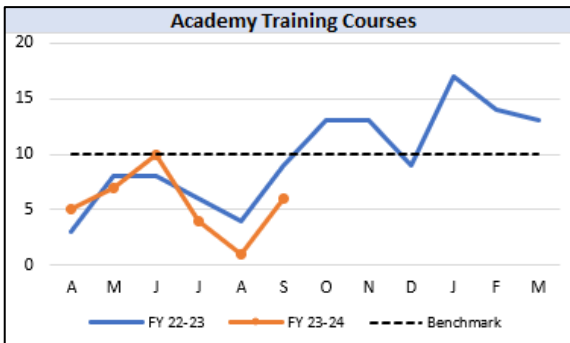
The Academy delivered an Internet Investigators Foundation course for City of London Police staff in the NFIB, ensuring staff have appropriate skills and providing career development.

A range of courses were delivered to law enforcement including money laundering courses to Police Scotland (PS) and the MoD, and an Introduction to Economic Crime to the NECC. A Fraud Investigators Foundation course was also delivered to the National Vehicle Crime Intelligence Police Service (NAVCIS).

Future courses are expected to be delivered to PS and NAVCIS as well as internal CoLP teams.

Satisfaction for the quarter averaged at 94%, recovering from a drop in May to score consistently above the 22/23 benchmark. The percentage of delegates completing feedback also rose as trainers are now providing time for this process within the classroom.

The Academy is developing a strategy to monitor the impact of training on attendees and their roles, which will improve understanding of the impact of training. The ECCA is also running a recruitment campaign, actively onboarding new Associate Trainers with specific skill sets to ensure resilience across the courses, and to build capacity and enable more training to be delivered.



Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

C. To collaborate with industry and partners to develop innovative new ways to better protect victims and disrupt serious offending.



CoLP forms part of a multitude of **inter-agency groups** who tackle fraud and cybercrime in partnership. We work closely with a wide range of law enforcement and government agencies, banks and industry partners. In Q2 2023/24:

With support from telecoms and cybersecurity partners, **DCPCU** executed search warrants across England regarding individuals sending out fake text messages to victims.

Officers from **Fraud Operations, ART, and DCPCU** attended the Home Office to speak about fraud investigations, police powers and legislation. **Fraud Ops** also presented at the Fraud and Financial Crime Summit held by the Centre for Financial Professionals and attended by UK and international banks, law firms and businesses.

IDT worked with key law enforcement partners, within the UK and Internationally to support Operations in high harms fraud. This included an FBI led international Romance Fraud and a SWROCU led Courier Fraud intensification. IDT presented at the Global Dating Insights Conference, a key events in the industry.

Spotlight on PIPCU and UK Border Force

PIPCU have launched an intelligence led operation aiming to disrupt counterfeit goods supply into the United Kingdom. This will offer new tactics to PIPCU, which has traditionally relied on reactionary tactics and stakeholder intelligence, usually targeted at end resellers and resulting in the costly storage of counterfeit goods evidence. PIPCU has obtained the support of UK Border Force and HMRC, as well as organisations and industry professionals on the periphery of law enforcement such as civil intellectual property lawyers. Foreign stakeholders are also keen to supply intelligence on organised crime groups based in, operating in, or organising the supply of counterfeit goods to and from China, the EU and the UK.

The operation is in its infancy but has already set up intelligence sharing with the Border Force Multi Agency Hub. This highlights counterfeit suppliers and shipments so Border Force can target its efforts. PIPCU have liaised with Border Force officers at mail sorting hubs and laid the groundwork for joint days of action targeting imports from specific companies or countries. This will bring targeted search capability to Border Force, as PIPCU can conduct searches which Border Force can seize and process.

A bespoke intelligence system with HMRC teams, Customs Risk & Data Analytics Team and the Data Sharing & Acquisition Team is being developed to bring the following capabilities:

- Access to data on importers and exporters providing historical and live time intelligence on shipments - benefiting intelligence scoping and proactive investigations.
- Access to data on shipments being declared, providing PIPCU and HMRC with the ability to deny shipments before they are loaded into ships or aircraft.
- Access to shipments before couriers, allowing covert operatives full shipment availability to place trackers and control deliveries without alerting the couriers.
- Access to semi bulk data, allowing PIPCU to conduct informed and quality proactive investigations, disruptions and intelligence sharing.
- Access to support from HMRC with regards tracking shipments via other shipping routes used to evade UK customs and law enforcement.
- Shared intelligence with HMRC on counterfeit importers, highlighting tax evasion and misuse of the shipping and declaration systems, and highlighting weak points which may be exploited by other crime types.

Public Sector Online Service Providers
Law Enforcement
Trade Groups
Brands
Insurance
Banking & Financial
Third Party Service providers
Information Technology

Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

D. To improve the capacity to police fraud and cybercrime by implementing additional posts and improving attraction, recruitment and retention. ➔

Establishment of a new Fraud Policing Network (PURSUE):

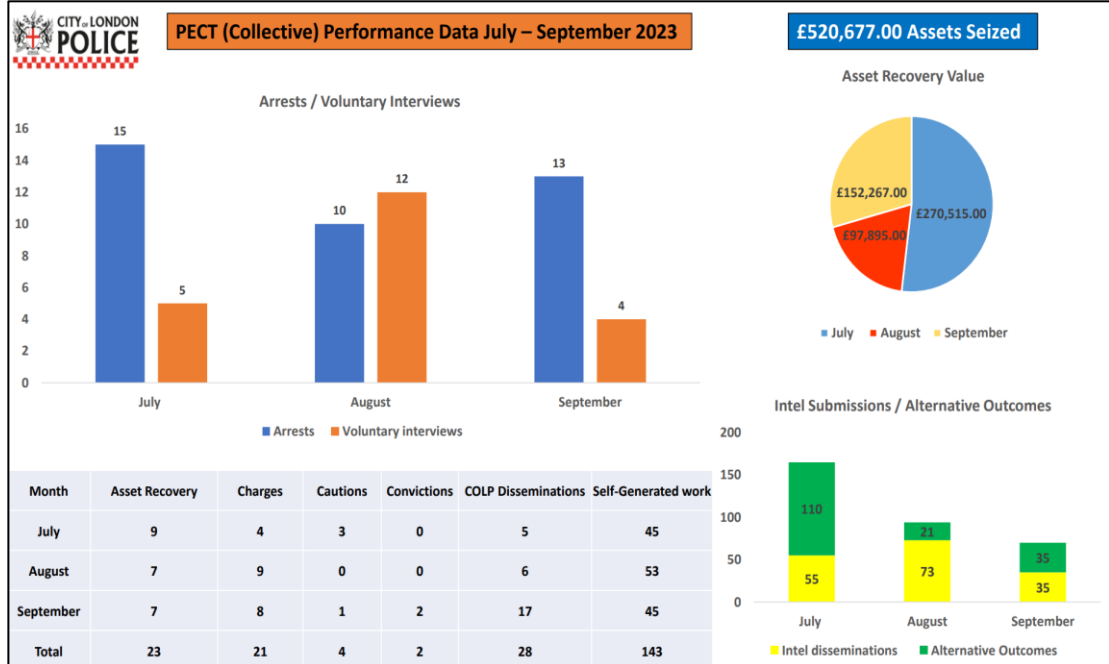
- There are 9 Regional Proactive Economic Crime Teams (PECTs) in place and enlargement of the London response (MPS and CoLP) is being implemented with a DI already in post, and recruitment for 1 DS and 2 DCs from CoLP to be completed in Q3. 3 DCs from the MPS will be recruited in early 2024/25.
- By the end of September 2023, 150 regional posts were in place across the network, representing 87% of the target by FYE 2023/24 (172 posts) achieved. This is across both the Police/SOC Uplift Programme and HMG Spending Review investment funding.
- The growth in investigative capacity in CoLP NLF Fraud Operations has resulted in 8 new Police Staff Investigators and a PSI Supervisor in place.
- 4 CoLP leadership posts are being recruited in 2023/24. A Communications lead is in place and a DI PECT Coordinator, Performance Lead and Intelligence Lead are being recruited. Recruitment for 2024-25 FY will be initiated by a number of Regions in Q3.

Notable operational examples include:

NWOCU Elderly vulnerable victim had their bank account compromised and £151,459 transferred to mule accounts across the North of England. Three account holders received a proportion of these funds and five money laundering charges authorised by CPS in respect of the suspects.







TARIAN Using extensive intelligence reports of suspected fraud and dark web activity, TARIAN PECT executed warrants at suspect's address and seized all electronic devices, gathering evidence and disrupting operations. The case is ongoing, and the team are moving towards charging the suspect.

NEROCU After reports of multiple courier frauds with the same MO, enquiries identified a vehicle through ANPR. Two suspected 'couriers' were arrested, and their phones seized, but they were uncooperative in interview. The investigation continues, to identify the 'voice' and 'controllers' of the OCG. To date 9 substantive offences totalling £74k have been identified where victims have handed cash to a courier or there has been a risk of loss.



Appendix A - Performance Assessment Criteria

In order to identify if these outcomes are being achieved a series of success measures for each outcome have been produced and are reported on throughout the period. The success measures related to each outcome can be found at the start of each slide alongside the current assessment for the relevant measure. These have been identified based on the data available, and whether the data is increasing or decreasing within the required tolerance level.

Success Measure Performance Assessment	
Page 29 	A green upwards arrow suggests improvement in the direction of travel.
	A green arrow pointing right is used for consistent performance at 100%.
	A green arrow pointing down means a decreasing trend which is positive.
	Amber means there has been limited increases or decreases within tolerance level.
	A red upwards arrow suggests an increasing trend that is negative.
	A red downward arrow suggests a decrease in performance.



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Agenda Item 6

Committee: Economic and Cyber Crime Committee	Dated: 9 November 2023
Subject: National Lead Force and Cyber Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,10, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	NA
What is the source of Funding?	NA
Has this Funding Source been agreed with the Chamberlain's Department?	NA
Report of: Commissioner of Police Pol 121-23	For Information
Report author: Kevin Ives, Staff Officer	

SUMMARY

This report provides information on key activities delivered as part of the National Lead Force Plan. These activities include:

- Economic Crime Briefing 2023- 19th October bringing together police forces from across the country to discuss how fraud and cyber-crime can be tackled on a local, regional and national level.
- Some good cross border work from the operational units.
- One of the biggest and most complex Fraud Operations convictions ever achieved.
- Effective communications campaigns.

Recommendation(s)

It is recommended that members note the contents of this report.

MAIN REPORT

Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Action Fraud/National Fraud Intelligence Bureau (NFIB)

Good progress is being made on the review of National Fraud Intelligence Bureau's assessment criteria for reported fraud and cybercrime (following the National Police Chief's Council (NPCC) announcement on investigating all solvable cases). Early indications are positive – suggesting National Fraud Intelligence Bureau crime disseminations are compliant with the new policy / approach.

Fraud and Cyber Crime Reporting and Analysis System (FCCRAS)

The second meeting of a joint Home Office / NLF Home Office Crime Counting Rules group took place. Changes to the existing Home Office counting rules for fraud and cybercrime are being explored. This will necessitate Chief Officer and NPCC support and facilitation in due course.

Re-branding for the new FCCRAS is being discussed with relevant interested parties this will continue into the next quarter.

National Economic Crime Victim Care Unit

At the start of September the National Economic Crime Victim Care Unit (NECVCU) confirmed victim recoveries passed the £3m mark since becoming a national service, NECVCU's Victim Advisers have been instrumental in helping to recover £3,044,852 on behalf of victims.

Outcome 2: Disrupt Fraudsters.

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Dedicated Card and Payment Crime Unit (DCPCU)

Op Tomsl centres on a telegram threat actor who is believed to run a telegram channel named 'work' which advertises and sells 'phish kits'. Phish kits are designed to mimic legitimate websites and are used to defraud victims by capturing personal information, which are used to commit fraud. The phish kits advertised for sale include ones for UK banks, Mobile Network Operators (MNOs), the NHS, HM Revenue and Customs, crypto companies and a huge number of international banks and brands. Finland and Switzerland have both suffered losses into their millions at the hands of phish kits and DCPCU have been working with the respective countries and Europol to ensure the maker and distributor of the phish kits is disrupted along with those deploying kits in their respective countries. This is good pre-emptive work protecting UKPLC.

Police Intellectual Property Crime Unit (PIPCU)

Operation Creative, the PIPCU operation which removes advertising from pirate websites now has an agreement to start work with La Liga (Spanish major football league) and the Spanish police. Internet Piracy is cross border and this will result in many millions of pounds worth of disruption against international illegal streaming crime groups.

Outcome 3: Investigate and Prosecute.

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Police Intellectual Property Crime Unit (PIPCU)

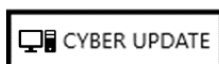
Italian authorities requested PIPCU attendance at EuroPol to discuss Operation Cassandra. The operation involves a Senegalese crime group based in Bristol, who are at the centre of importing counterfeit clothing / watches / handbags into the UK from China, which are then exported to Italy and Spain. The meeting covered links between the two cases and the best way of sharing information and evidence.

National Lead Force (NLF)

Op Sanguine - An employee invoice fraud that caused losses of £2M to the victim law firm. The trial concluded last month with two guilty verdicts. The defendants were sentenced this week to 6 years imprisonment and 5.5 years imprisonment.

Insurance Fraud Enforcement Dept (IFED)

A confiscation hearing led by CoLP Financial Investigators resulted in a confiscation order of £210k, with 3 months to pay, and 5 years in default. The confiscation includes £200k for a villa in Grand Canaria. The three suspects were involved in several insurance fraud plots, orchestrated by a known Boxer.



NPCC Cyber

There has been a run of action against cryptocurrency and dark web criminals by the Home Office funded Regional Dark Web Operational teams founded under the NPCC portfolio. These are included to show the impact of the units that exist under the portfolio. Op Roulard was an operation against a prolific drug dealer who had £400,000 in crypto seized after using the dark web to delat drugs. The second, Operation Tower was a very prolific drug dealer and online work has recovered £7million of cryptocurrency in the Leeds area and £2million in cash. This led to Op Reverse, a, linked case in the Leeds area of drug dealing in the dark web and that led to a further £7million in crypto currency seized.

Outcome 4: Raise Awareness and Prevent Crime.

NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Engagement events

The Economic Crime Briefing was held on 19th October 2023 bringing together police forces from across the country to discuss how fraud and cyber-crime can be tackled on a local, regional and national level. Speakers ranged from Commander Nik Adams, AC Pete O'Doherty, MP Anthony Browne to Assistant Chief Constable Sarah Poolman from South Yorkshire Police and Rachel Herbert from the National Economic Crime

Centre (NECC), all of which brought their expert areas of knowledge to the table. The Briefing rounded off with a panel session/ Q&A.

Media Communications

Corporate Communications ran a romance fraud awareness campaign on social media. It included a media interview with LBC Radio on the topic of romance fraud. The topic also appeared on ITV's Tonight programme for a background research chat on the most prevalent types of fraud reported to Action Fraud.

ITV regional news ran a thematic story on the government's new cold calling legislation. This included a pre-filmed piece with NECVCU (National Economic Crime Victim Care Unit) and an interview with the head of Action Fraud. The piece was positive in tone and showcased NLF's focus on supporting victims of fraud and cyber-crime.

Throughout the summer there was continuing media coverage of Action Fraud's warning about the rise in mortgage fraud. The UK's cost of living crisis, and the recent hike in the bank base rate which have created an environment conducive to criminals exploiting homeowners / potential homeowners.

The Operation Vanbrugh investment fraud conviction which resulted in a 14 year sentence for the largest investment fraud ever dealt with is now being recorded as a Podcast by a major broadcaster.

Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

National Fraud Intelligence Bureau /NECVCU

Teams from National Fraud Intelligence Bureau and NECVCU participated in a floor walk visit by the Shadow Security Minister, Dan Jarvis MP. Mr Jarvis was interested in understanding the victim's perspective and an offer for a more in-depth briefing was made.

FCCRAS/NFIB

On Thursday 20 July Action Fraud / NFIB hosted a delegation of Tanzanian senior prosecutors and police leaders. The visit was arranged by the Foreign office and included NCA (in-country) representatives. Delegates were informed about CoLP / NLF's existing operational relationships with African nations - including Ghana and Nigeria. This work is crucial for several crime types including romance fraud which is becoming more and more prevalent and has been for some time.

National Lead Force

T/Assistant Commissioner Nik Adams visited Nigeria with the NCA and the NECC. This was focussed on building partnership to deal with frauds originating in the region. Progress was made on several crime types including the pervasive romance fraud. Future co-operation to help UK victims is now much more likely to succeed.

A management delegation attended the offices of the Fraud Policy Team at the Home Office on 3rd October to speak about fraud investigations, police powers and legislation in an operational context. They presented on the lifecycle of a fraud investigation from reporting and triage, through investigation, strategies and decision making to post trial and asset recovery. They also discussed challenges in combating fraud and potential solutions and some of the work CoLP are doing in this space and the role as National Lead. This was a good opportunity to give national fraud policy makers at the home office an insight into some of the successes and hurdles faced on the front line and it was extremely well received.

PIPCU

Officers attended the Anti-Counterfeiting World Law Summit in London, providing a presentation on PIPCU's key work.

Economic and Cyber Crime Academy

Senior Leaders from Ghanaian Law Enforcement, led by their Commissioner, attended ECCA's "Senior Leader Fraud Investigators Workshop". The ECCA and Ghanaian Law Enforcement have built strong working relationships and more workshops/training courses are anticipated going forward with 84 police officers/police staff across the force enrolled on forthcoming cyber related Courses. This followed a visit by Cmdr Adams and Director Adrian Searle from the NECC to Ghana earlier this year.

Contact:

Cdr Nik Adams

**National Co-ordinator for Economic Crime
City of London Police**

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Committee: Economic and Cyber Crime Committee	Dated: 9 November 2023
Subject: Q2 Cyber Griffin Performance Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	NA
If so, how much?	NA
What is the source of Funding?	NA
Has this Funding Source been agreed with the Chamberlain's Department?	NA
Report of: Commissioner of Police Pol 122-23	For information
Report author: Charlie Morrison, Inspector, Cyber Griffin	

SUMMARY

Cyber Griffin's performance in Q2 has continued to contribute to the programme being significantly ahead of its local and national targets for the year. Performance forecasting for Q3 suggests the programme will remain on course for a record setting year. The software used for one of Cyber Griffin's services, the Cyber Capability Assessment, remains unavailable due to platform migration. It is expected to be available in Q4.

RECOMMENDATIONS

It is recommended that Members note the report.

MAIN REPORT

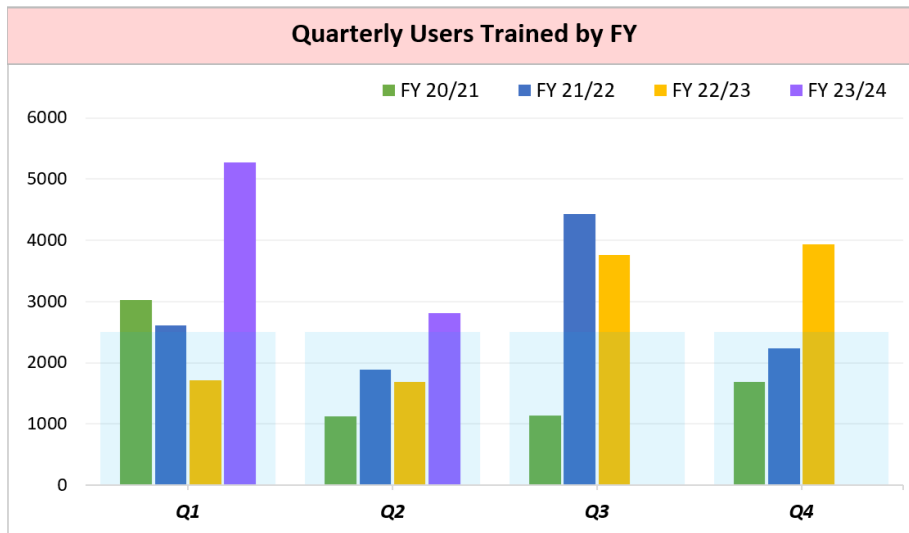
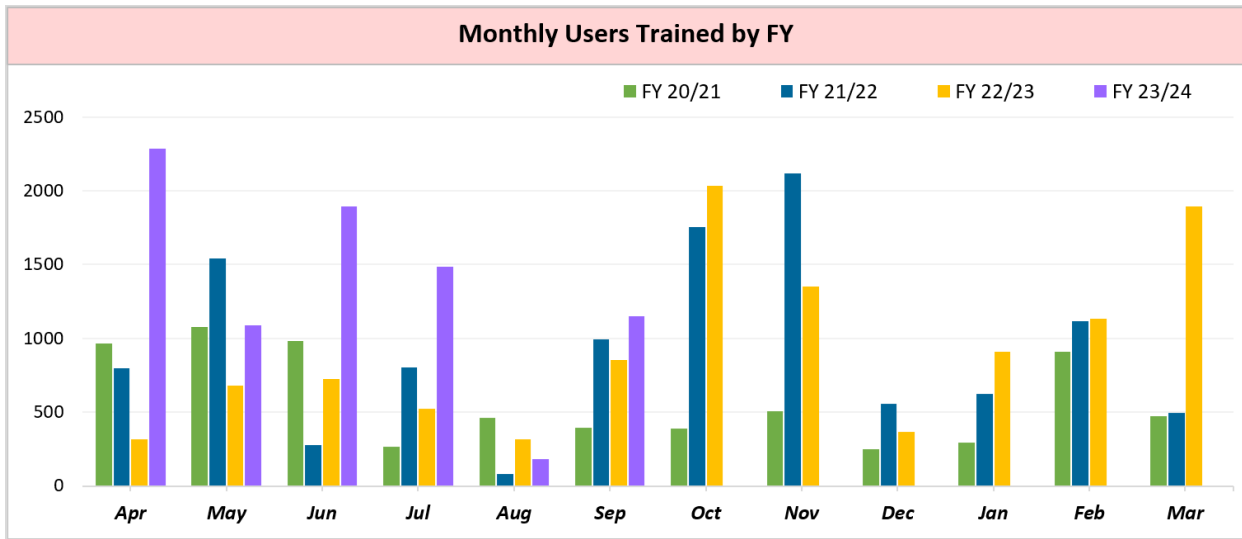
INTRODUCTION

1. This report gives a brief update on the current position of the Cyber Griffin programme. For details of all Cyber Griffin services please visit: www.cybergriffin.police.uk

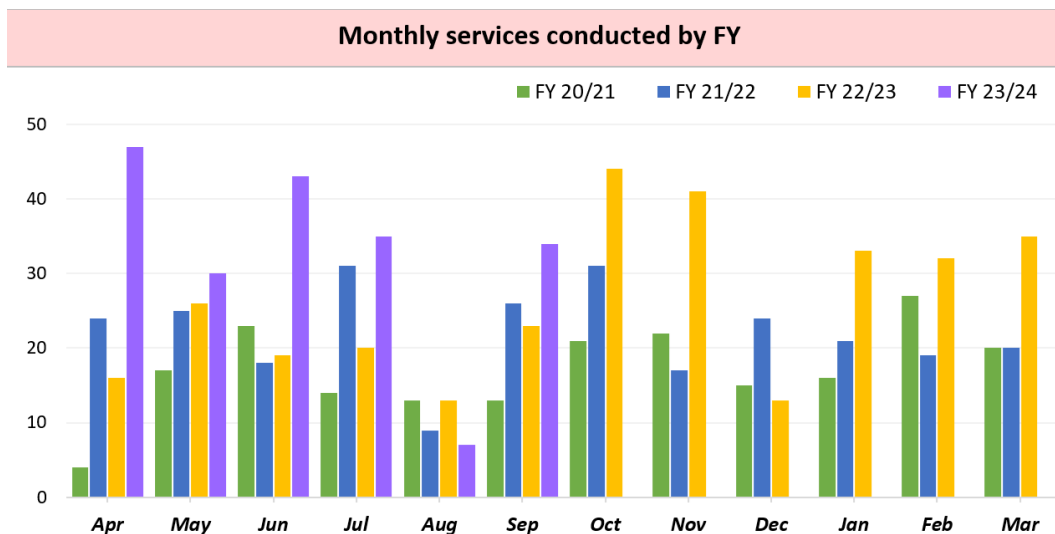
CURRENT PERFORMANCE POSITION

2. Cyber Griffin trained 2,817, exceeding its quarterly target of 2,500. This in part was due to the uptake of the latest iteration of the Baseline Briefing as well as the continued interest in the latest service, the Spear Phishing Case Study. Once again, the period also saw a very low level of unit abstraction.

Graphs showing Cyber Griffin’s monthly and quarterly users trained compared with previous financial years.



Graph showing the number of Cyber Griffin services delivered compared with previous financial years



3. Regarding locally set targets, all are either on track to be met by the close of the financial year or ahead of target. In Q2, the programme trained 2,817 people (quarterly target of 2,500), conducted 76 services (quarterly target of 67) and partnered with 51 new client organisations (quarterly target of 36). In terms of Cyber Griffin’s performance goals for the financial year, the programme is currently significantly ahead of target in all areas.

4. Regarding performance against national targets, Cyber Griffin continues to meet all nationally set key performance indicators (KPIs). Specifically, the programme has engaged with 100 % of victims of cyber-dependent crime. Survey data also demonstrates that engagements create security behaviour changes in above 75 % of attendees. The same events have a satisfaction rate of considerably above 75 %. Changes to national reporting have been announced and reviewed locally. This extra demand is manageable at present with existing resources.

5. As forecasted, and in line with performance displayed in other financial years, Q2 saw a drop in performance. This is typical for the summer period. The number of end users trained, and engagements scheduled though has already returned to its previously high levels as Cyber Griffin engages with organisations during Cyber Security Awareness Month. The number of services scheduled towards the end of Q3 drops which is typical for the Christmas period.

6. Cyber Griffin’s financial situation is strong but requires review. The programme has confirmed both the Corporation Business Levy and NPCC Cyber Crime Programme funding until March 2025. Additional costs have been incurred due to the recent officer and staff pay rises, but existing budgets are sufficient to absorb this cost for the current financial year. Further to this, discussions are being had as to whether a new approach to costing (the Full Cost Recovery Model) should be applied to the programme. Should this change be agreed, current budgets will not be sufficient to meet the unit’s existing operating model for this financial year and beyond.

7. Cyber Griffin's new Incident Response Exercise which has been developed in partnership with Bristol University has undergone its final testing stages. The exercise is being refined based on the feedback received from the external partners and is on track to be launched at the beginning of Q4.

8. Cyber Griffin has been unable to complete Cyber Capability Assessments due to the software supporting this service being unavailable while it is migrated to a new platform. At the end of Q2, Cyber Griffin learnt that the migration and new platform development had been delayed so a revised return date of Q4 has been provided. Clients interested in the service have been informed and are being internally managed.

9. The potential for Cyber Griffin to extend its work into the national PROTECT space continues to be considered. A fully costed detailed design has been submitted for senior officer consideration. This work has now been through several iterations and is close to completion.

CONCLUSION

10. Cyber Griffin continues to offer a very well-regarded and effective cyber security programme. Very positively, Cyber Griffin is significantly ahead of its performance targets for the financial year and forecasting suggests a further healthy period of performance in Q3. Software issues have caused a backlog of Cyber Capability Assessments which will start to be relieved in Q4 as the software becomes available again. Work to submit a fully costed proposal and detailed design for national PROTECT work continues. This work represents an excellent opportunity for future development.

Contact:

Charlie Morrison

Inspector

Cyber Griffin

City of London Police

Committee(s): Economic & Cyber Crime Committee	Dated: 9/11/2023
Subject: Innovation & Growth – Update of Cyber & Economic Crime related activities	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 6, 7
Does this proposal require extra revenue and/or capital spending?	No
What is the source of Funding?	NA
Report of: Damian Nussbaum, Executive Director Innovation and Growth	For information
Report author: Elly Savill, Senior Policy and Innovation Adviser	

Summary

The core objective of Innovation & Growth (IG) is to strengthen the UK’s competitiveness as the world’s leading global hub for financial and professional services (FPS). This includes promoting the strengths of the UK’s offer and enhancing the UK’s position as a leader in FPS technology and innovation.

The following report summarises the activity that has been taking place across IG in relation to cyber and economic crime, as well as cross-team working between IG and the City of London Police (CoLP) since the ECCC last convened in September 2023. The report includes examples of collaboration between CoLP and CoLC as well as updates on the Cyber Innovation Challenge.

Links to the Corporate Plan

1. The activities set out in this report help deliver against the Corporate Plan’s aim to support a thriving economy. This includes outcome 6c - to lead nationally and advise internationally on the fight against economic and cybercrime. It also supports outcome 7, positioning the UK as a global hub for innovation in financial and professional services.

Main Report

Innovation & Growth/City of London Police cross-team working

2. We continue to use this report to review those activities which demonstrate the benefits of IG and CoLP collaboration to make the UK the safest place in the world to do business. IG continues to look for ways to promote the activity of CoLP and support their work as part of our wider stakeholder engagement.

Collaboration

3. On 27th September, CoLC and the FCA hosted an economic crime themed panel at Guildhall for the joint “Authorised Push Payment (APP) Synthetic Data Launch” event. The panel was titled “A tour d’horizon of APP Fraud: Enforcement and

policing” and featured panellists including Paul Maskall, DCPCU. The panel, which explored the evolving APP Fraud landscape with a focus on typologies, enforcement and policing, received positive feedback from attendees.

4. CoLC engaged with CoLP on security requirements for the AI for Innovation Dinner hosted in partnership with the Department for Science, Innovation and Technology at Guildhall on 30th October. A senior representative from CoLP was invited to the dinner as was the Chair of the Police Authority Board.
5. IG is in the process of engaging with CoLP on a draft report on anti-money laundering and beneficial ownership. A call is being set up and is expected to be held in the coming month.

Promotion of CoLP activity

6. On 5th September Lord Mayor Nicholas Lyons addressed guests at the 40th annual Cambridge Economic Crime Symposium. The Lord Mayor referenced the role of CoLP as the national lead force as well as CoLP’s work establishing the new National Fraud Squad in partnership with the National Economic Crime Centre.

Innovation & Growth activity

Cyber Innovation Challenge 2.0

1. The Cyber Innovation Challenge (CIC) sprint ran from 20th June-2nd August. The project provided a unique opportunity for financial and professional services (FPS) and tech companies with innovative tech solutions to collaborate to develop tech solutions addressing a security priority for the FPS sector. On the 19th the CIC, which had been a partnership between CoLC and CoLP concluded on 19th September with the showcase event at Guildhall.
2. The team were delighted to welcome over 80 attendees from across the cyber tech ecosystem including cyber businesses, regulators, FPS, Big Tech and more. Guests were introduced to the Challenge before hearing first hand from participants. Key takeaways from the event included:
 - The benefits of interacting with vendors early on allows you to influence solutions at concept stage. This allows them to better reflect your business needs.
 - Valuable for the techs to gain validation of their concept from FPS sector. For startups, exposure to key players across FPS was also extremely advantageous.
 - Some Supporting Partners had not expected the wide variety of solutions to one use-case.
 - Participating “broadened the product roadmap” for techs, allowing them to incorporate considerations, solutions and steps that had not previously been considered.
3. The next step will be to evaluate the Challenge based on feedback from participating techs, FPS and Supporting Partners as well as general engagement

figures. This is currently underway, however some initial findings can be found below.

FPS participants

4. 4 of the 5 FPS participants provided feedback on the Challenge. The majority reported achieving what they'd hoped to by participating in the Challenge. This included being able to express what they wanted to see in a solution and work with the direct stakeholders of businesses to see this come to fruition as well as gaining a deeper understanding of participants capabilities and future roadmaps. We were pleased to see that all 4 respondents would recommend participating in the Challenge.

Tech participants

5. 6 of the 7 tech participants provided feedback on the Challenge. Asked if they had achieved what they'd hoped to by participating in the CIC, 3 responded yes, 1 said they had achieved aspects not initially factored in and 2 responded they had not. Reasons given by these 2 techs were that there had not been synthetic data available to properly test their solution as well as some confusion about the offer of a pilot with FPS. Feedback on the extent to which product development was accelerated varied with 3 saying the CIC had accelerated their solutions by 6 months. All 6 techs felt the CIC had strengthened their understanding of the needs of FS and would recommend participating in the CIC. Additional feedback highlighted that the CIC had been "incredibly valuable" for the "growth" of companies and that it had provided "additional steps" to "improve" customer experience.

Supporting Partners

6. We received positive feedback from Supporting Partners such as the exposure to emerging technologies had been welcomed as had the opportunity to engage directly with the techs and share learnings. Commenting on how this Challenge compared to last years, Partners said:
 - this year had a "greater number and larger variety of collaboration sessions for participants".
 - There was "deeper collaboration between the techs and the FSIs" and "stronger partnerships."
 - A "broader range of companies" participated in what was "a more accessible challenge this year."
7. Since the CIC concluded, the team has engaged with representatives from the Police Authority and CoLP to discuss next steps. These conversations have highlighted an appetite to deliver a similar project in the coming year and the IG team will explore this opportunity further.

Conclusion

The Cyber Innovation Challenge has been a collaborative effort between CoLP and CoLC and has showcased our shared objective to support industry and ensure London and the UK is a safe and secure place to do business. IG recognises the appetite for a similar project now the CIC has concluded and will work to explore opportunities in the coming months.

Elly Savill

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